

65th Medical Brigade/USAMEDDAC-K



PATIENT'S GUIDE TO KOREAN HEALTH CARE

Introduction to Host Nation Health Care

We welcome the opportunity to share information with you about our host nation partnership hospitals and clinics located across the entire South Korean peninsula. We understand that seeking and receiving health care in a foreign country at a civilian hospital can cause concern due to lack of knowledge, language barriers, transportation challenges, reluctance, and stress associated with navigating in an unfamiliar environment and health care system.

The 65th Medical Brigade has implemented a new program to ensure TRICARE Representatives, Nurse Case Managers and Host Nation Patient Liaisons are assigned to the Brian Allgood Army Community Hospital (BAACH) and each of our outlying health clinics will help you. This is just one of our many ways of demonstrating our commitment to patient friendly access to quality health care.

Our providers will refer you to one of our host nation partnership hospitals and / or clinics for the specialty care you require when the services are not available within our system. We want you to know that our host nation partnership hospitals and clinics provide the highest quality of health care and all are accredited by the Joint Commission International or the Korean Hospital Association. You may be pleasantly surprised to know that many of the medical staff speak English and a significant number were trained in America. However, we do recognize that cultural differences do exist (language, food, and medication management, etc).

To assist our patients and partners in caring, we have Host Nation Patient Liaisons to assist you. Our Nurse Case Managers visit all our beneficiaries if they require hospitalization and conduct telephone follow up with the Korean healthcare team providing your medical care.

We understand that some people are very concerned about driving or using public transit in Korea. It can be intimidating or downright frightening. Okay, lets' say a challenge. There is more great news. Yes, we provide free shuttle service for our patients and their Family Member to and from their appointments to several of our host nation partnership hospitals.

In an effort to help you better understand the health care delivery system at our host nation partnership hospitals and clinics please take the time to review the remainder of this guide. We also invite you to visit the TRICARE section of the 65th Medical Brigade Website at www.korea.amedd.army.mil Our site provides an overview of each of our host nation partnership hospitals, maps, and frequently asked questions. Your experience may be similar or different, but we want and look forward to hearing from you. Tell us if we answered your questions and met your expectations.

We are proud to serve you. Thank you.

Host Nation Patient Liaisons

While the practice of health care in the U.S. and much of Korea is very similar, there are some cultural differences that can make U.S. patients uncomfortable. Language, of course, is the most obvious and challenging difference. To help bridge the cultural gap, the 65th Medical Brigade has Host Nation Patient Liaisons to help you navigate the Korean healthcare system. The Host Nation Patient Liaisons' are familiar with the Korean healthcare system and their primary role is to assist our patients in an outpatient setting. If you are admitted to one of our host nation partnership hospitals, a patient liaison will visit you and work closely with our Nurse Case Managers during your hospital stay. He or she can help answer questions you may have about your inpatient stay and subsequent follow up medical appointments.

Most host nation partnership hospitals have International Health Clinics, staffed with personnel who speak fluent English, and are working there just to assist our patients. Together, the host nation patient liaison and the staff at our host nation partnership hospitals will work together to schedule your medical appointments, assist in insurance claims processing and help answer any questions or concerns you have about the healthcare you're receiving.

Referrals

Most visits to a host nation partnership hospital or clinic typically begin with a referral from your Primary Care Manager at the local Military Treatment Facility. If the needed care is not available at the Military Treatment Facility, a Host Nation Appointment Clerk or TRICARE Representative at your local TRICARE Office will assist in your appointment at one of our host nation partnership hospitals or medical clinics.

Usually, the Host Nation Appointment Clerk will make your appointment, schedule transportation on one of the TRICARE courtesy shuttles, and provide you with a claim form and any necessary medical documentation or care authorizations needed for your medical appointment.

Although our host nation partnership hospitals and clinics accept self-referrals, it is best to work through your local 65th Medical Brigade TRICARE Office to coordinate your care. The payment for your care at the Korean facility will depend on your TRICARE status or other insurance plan. When you call to make your appointment, the TRICARE staff will advise you on your coverage and financial responsibilities at that time. If you have made a self-referral, the host nation partner hospital or clinic will expect payment in full at the point of service for outpatient care or at the time of discharge if you were an inpatient for medical care.

If you are enrolled in TRICARE Overseas Prime, you will not be required to pay up front for care in one of our host nation partnership hospitals or clinics. If you have to obtain care in facility that is not one of our host nation partnership hospitals or clinics because of an emergency, you will be required to pay up front and file a claim with Wisconsin

Physician Services (WPS), the TRICARE Overseas claims processor. Your local TRICARE Benefits Counselor can assist you with any claims paperwork needed for reimbursement.

If you are TRICARE Standard and you have been referred by a MTF provider, your care will be arranged by the TRICARE Service Center and your cost-share will be annotated so that the host nation partnership hospital or clinic only collects that portion at the time the services are provided. If you have to obtain care in a facility that is not one of our host nation partnership hospitals or clinics because of an emergency, you will be required to pay up front and file a claim with WPS, the TRICARE Overseas claims processor. You will be reimbursed for all but your cost-share and deductible. Your local TRICARE Benefits Counselor can assist you with any claims paperwork needed for reimbursement.

If you are going to be an inpatient, it is a good idea to have some Korean currency on hand for incidentals or unexpected items that need to be purchased that may not be a covered charge by TRICARE. Also, in many of these hospitals there are bakeries, restaurants, and stores for you or your family to shop for treasures, needed supplies, or just a delicious treat. For your convenience, most Korean hospitals have ATM machines and banks located at the hospital which accept all major credit cards. If you need assistance with your bill or are unable to pay the bill upon discharge please call us for assistance and we can get in contact with individuals or organizations who can help.

Our host nation partnership hospitals and clinics are wonderful facilities who offer and provide very valuable services to our beneficiaries and are great resources that deliver quality patient-friendly access to healthcare for our beneficiaries. We ask that you assist us in preserving this very valuable partnership.

Our Host Nation Partnership Hospitals and Clinics

When visiting one of our host nation partnership hospitals or clinics you can expect a modern design and atmosphere, and up to date technology as you would expect in the U.S. Most of the signs are in Hangul, the Korean language, with English translation to make it easier for their international visitors to navigate through their hospital. Many of the staff speak some English, and understand English as long as you speak slowly and clearly. They will make every effort to understand your needs and desires, and help you in getting what you need. Your health and well-being is their priority, and they want your stay at their hospital to be as comfortable as possible. We ask that you be patient and cooperative with the hospital staff as they work to make sure you are taken care of in a timely manner and receive the best of care. Many of the hospitals have interpreters during normal business hours. If you need assistance, the international clinic will be glad to help and make sure that communication is clear, minimizing unneeded stress. If you need assistance with communication and it is after normal business hours you may call your case manager or point of contact at your local clinic and they will be able to assist you. Bringing a trusted friend or colleague with Korean language capability is an option, but may not always be available to you. We are here to help and be available to

you to ensure that you receive the best of care in a patient-friendly environment. Please let us know if you are having difficulties or have concerns so that we can help. We are here to serve our community of beneficiaries across the Peninsula with the very best patient-friendly access to healthcare.

If you are going to be seen as an outpatient and have an appointment time, sometimes unexpected delays may occur, for example a more emergent case; but usually you are seen promptly. Most of our host nation partnership hospitals and clinics serve a very large community and work hard to ensure that each patient is seen and receives the best healthcare possible. They have each individual's best interest in mind and focus on fulfilling your expectations. It's a good idea to bring something to read or something to do to pass the time in case you experience a short delay.

If you are admitted to a Korean hospital, you can expect to share either a room with one or more other patients or in the more recently built hospitals, a private room may be available. TRICARE does not pay for private rooms unless a semi-private room is unavailable at admission time. If you're in a private room and a semi-private room becomes available, you will have to move since TRICARE will not authorize payment for the private room. The hospital staff will help move your belongings into your new room upon request. During your admission, a Nurse Case Manager or Host Nation Patient Liaison from the 65th Medical Brigade will be visiting you to evaluate how you are doing and to address any questions or concerns that you may have. You will receive a point of contact name and phone number that you may call anytime for assistance. We want to ensure that there is a continuity of care and a seamless delivery of healthcare between our clinics or our hospital and our host nation partnership hospitals and clinics.

While you remain an in-patient, the Korean families traditionally help hospital staff with the care of their loved ones, but many of our beneficiaries are without family assistance and the nursing staff understands that you may require more help due to your situation. If your loved one is admitted to an intensive care unit, the hospital staff assumes all responsibility for the care and hygiene of your significant other or child. If you are not accompanied by a family member, most hospitals recognize the need for additional assistance you may require and will accommodate your needs. It is a good idea to talk with your TRICARE representative to find out what you are expected to bring with you and what to expect at the hospital for admission. This will help alleviate stress and confusion, and gives you the opportunity to be better prepared for a more pleasant stay at one of our host nation partnership hospitals. You may experience a longer stay at a Korean Hospital than a Western Hospital as their approach to medicine and the healing process is different from what we are accustomed to, but the goal remains the same, returning you to your best state of health.

Although many hospitals have relaxed visiting hours, 8 PM is considered the traditional time to conclude a visit so that patients can get needed rest. If you happen to share a room with another patient, it is best to refrain from playing loud music (use an earphone) and if you need to make a call using your cell phone and you are ambulatory, we recommend using the common area. Avoiding the use of strong aftershave, lotion,

cologne, or perfume is also recommended as some patients may have allergies or sensitivities to strong smells. We thank you in advance for your cooperation in making each individual's hospital stay as comfortable as possible.

Korean Staff

Many Korean staff members comprehend significant amounts of Basic English, but are often reluctant to speak English for fear of making a mistake or miscommunication. Be patient; speak slowly and clearly using Basic English terms, they will be very appreciative of your efforts, and you will often be understood far better than you may realize. Remember that they are there to help you and take care of you to the very best of their ability.

Korean medicine as explained earlier is different than Western medicine. In Western medicine the patient is involved in the planning of their care, always questioning the care received to comprehend a better understanding of their health state. But in Korean medicine the patient relies on the health professional's medical opinion and care administered without questioning or the desire to know the process. All of the clinical decisions are made by the doctor, who then gives guidance and direction to the staff (nurses, orderlies, administrators). It may seem at times that the staff are maybe not listening to you or ignoring your needs, but please know that this is not the case. They do understand your needs, but require the doctor to provide direction/approval before they can act upon your requests. Nurses, in particular, do not act as independent professionals as American nurses. If you are an in-patient and you need something to help you sleep or you are having pain, do not hesitate to advise the nurse as early as possible so that they may get the required order from your doctor.

Unlike American doctors, Korean doctors are more paternalistic and tend to engage their patients less in the management of their cases. Often, the discussions with patients and family are limited with the Korean doctor and may seem to be directive or uncommunicative due to limited English-speaking ability or the reluctance to use their English. Again, be patient and try to develop a positive working relationship with your Korean doctor. Increasingly, many physicians in Korea have been trained abroad or understand the special needs of their American patients for information about their care. Keep in mind that the goal is the same for all healthcare professionals and that is to deliver the best quality of care and return you to an optimal state of health.

Medical Records

Your Korean doctor understands that your MTF provider will need a report on your care and are glad to provide any documentation that is needed. Also, your medical records will be translated into English. If possible, try to get copies of X-Rays, CT's and MRI's before you leave the facility and this will allow your Primary Care Manager the opportunity to review those results and update your electronic medical record. Sending these studies to the MTF after you leave can sometimes cause delays in receiving results from the studies that were performed. Most Korean hospitals have informed consent forms and many other documents written in English. Again, if you have any questions, please contact the TRICARE staff for assistance. We are here to help.

Frequently Asked Questions

Why does the TRICARE enrollment office need my command sponsorship orders to enroll my family in TRICARE Overseas Prime?

According to Health Affairs Policy 97-052, only Active Duty Family Members (ADFMs) who meet the Joint Federal Travel Regulation (JFTR) definition of Command Sponsored are eligible for enrollment into TRICARE Overseas Program (TOP) Prime. Command sponsorship is annotated on your assignment orders. The TRICARE enrollment clerks must verify command sponsorship from your official orders in order to enroll your family in TOP Prime.

We have several families who are on a joint domicile assignment in Korea. If the dual-Active Duty couple has accompanying children, one of the service members must have the children listed as command sponsored on their assignment orders in order for the children to be eligible to enroll in TOP Prime.

I am command-sponsored, am I automatically TRICARE Overseas Prime?

No. You must transfer your enrollment to your new duty location whenever you move. Visit your local TRICARE Office with assignment orders annotating command sponsorship to fill out an enrollment form.

I do not have command sponsorship, but I brought my family with me to Korea. How do they get medical care?

Non-command-sponsored Active Duty Family Members, who reside overseas, are eligible for TRICARE Overseas Program (TOP) Standard only. The TOP Standard option is similar to the TRICARE Standard program offered stateside, with the same cost-shares and deductibles. Your family members can obtain their primary care from one of the military treatment facilities on the Korean Peninsula. Any care or services not available within the MTFs will be referred out to one of the hospitals we have an agreement with (called "MOU" facilities) to provide care to our beneficiaries. Although

TRICARE Standard patients stateside do not require a referral for care, we encourage TOP Standard patients to have their care to host nation hospitals referred by their primary care provider and arranged by the TRICARE Service Center to avoid having to pay the entire bill up front.

What does "up-front payment" mean?

Many host nation providers expect payment at the time services are provided, often in local currency instead of U.S. dollars. Most host nation facilities will accept a U.S. bank credit card, especially in the larger metropolitan areas.

- If you are enrolled in TOP Prime and you do not have Other Health Insurance to include Korean National Insurance, you will not be required to pay up front for care in one of our host nation partnership hospitals and clinics. If you have to obtain care in facility that is not one of our host nation partnership hospitals or clinics because of an emergency, you will be required to pay up front and file a claim with Wisconsin Physician Services (WPS), the TRICARE Overseas claims processor. Your local TRICARE Benefits Counselor can assist you with any claims paperwork needed for reimbursement.
- If you are TOP Standard and you have been referred by a MTF provider, your care will be arranged by the TRICARE Service Center and your cost-share will be annotated so that the host nation partnership hospital or clinic only collects that portion at the time the services are provided. If you have to obtain care in a facility that is not one of our host nation partnership hospitals or clinics because of an emergency, you will be required to pay up front and file a claim with WPS, the TRICARE Overseas claims processor. You will be reimbursed for all but your cost-share and deductible. Your local TRICARE Benefits Counselor can assist you with any claims paperwork needed for reimbursement.

If family members visit Korea who are enrolled in a stateside TRICARE Region, but need care not available in the MTF, they must call their stateside regional office for care authorization; pay up front for the care, then file a claim with their TRICARE Region for reimbursement. TRICARE information for all regions is located on www.tricare.mil. Your local TRICARE Benefits Counselor can assist you with any claims paperwork needed for reimbursement.

My college-age child is visiting me in Korea for the summer. She is enrolled in Prime near her school in the U.S. How does she access health care while she is visiting Korea?

Your college-age daughter can obtain care when available within the MTF. If care is not available, she will be referred to one of our host nation partnership hospitals or clinics. She will need to call her stateside TRICARE Region for care authorization, pay up front for the care at the time services are provided, and then file a claim with her TRICARE Region for reimbursement. If she does not obtain authorization for the care, she may

incur higher point-of-service (POS) charges. See the TRICARE for College Students FACT SHEET on www.tricare.mil. We encourage her to obtain any necessary routine care where she is enrolled. If she is referred out for emergency care, the TRICARE Benefits Counselor will assist with notification of her TRICARE Region and payment arrangements.

We just found out that my wife is pregnant, where does she go for care?

Obstetrical (OB) care is available to Active Duty Service Members, Retirees, DoD Employees, and Family Members, throughout Korea. To obtain OB care, patients should first report to the nearest Military Treatment Facility (MTF) for confirmation of their pregnancy. If the local MTF cannot provide the necessary care, then the provider will either refer the patient to a Brian Allgood Army Community Hospital provider, or to a local TRICARE-accepting host nation partnership hospital. However, if the patient is determined to have a high risk pregnancy, or if the patient prefers to utilize a host nation hospital due to traveling distance, the OB provider may refer the patients to TRICARE in order for the patient to obtain an approved referral to one of the host nation partnership hospitals.

TRICARE Standard patients (retirees and non-command sponsored family members primarily) are highly encouraged to obtain an approved referral, signed by a MTF provider and approved by the TRICARE Service Center, before going to a host nation partnership hospital in order to avoid full, up front, out-of-pocket payments (and the requirement to file for reimbursement later).

I am a junior soldier stationed in Korea and I brought my family with me non-command-sponsored. How much will I need to pay for their medical care if they cannot be seen at the MTF?

TRICARE Standard patients are required to pay their annual deductible one time per fiscal year and cost-share for each visit at MOU facilities, up to the catastrophic cap for the year. Once the family has met the cap (\$1000 for Active Duty Families and \$3000 for Retirees and their families), they will not incur any other costs for the rest of the fiscal year for TRICARE covered benefits. Non-command sponsored families should be prepared to pay up to \$1000 per fiscal year for medical care while they are in Korea.

What level of care can I expect at the host nation partnership hospital?

You can expect a high level of care, and a multidisciplinary team approach to medicine, involving nursing and medical staff to include your primary care provider and internists. Most of our host nation hospitals are University hospitals where they approach medicine with a team approach using multiple individuals to ensure you receive the best of care.

What are some cultural differences I should be aware of during my hospital stay?

During your stay you can expect mainly Korean food served at your meals. Some of the larger and more modern host nation partnership hospitals have western style food as well, available upon request. In the Korean culture, the family is very much involved with the patients' care and stay with them until he/she is discharged from the hospital. We understand that many of our beneficiaries are here without family and encourage unit support of those admitted. The nursing staff is wonderful and compassionate, and will be available to assist you with all your needs during your stay at the hospital.

Are translators available?

YES. Translators are available either through the host nation hospital or through the Brian Allgood Army Community Hospital/121 hospital ER, as they have a roster of translators on duty to assist.

How do I get medical records from the host nation partnership hospital or clinic?

Your medical records will be provided to you in order for you to give them to your primary care provider for review and to update your profile at your follow up appointment. In most cases, a copy of your medical records will be delivered to the TRICARE Service Center. Once the results are received, they will be scanned into your electronic medical record and the hard copy will be maintained in your medical record in Patient Administration. Keep in mind, the records are not sent until you have completed all of your appointments. If you need the records immediately, please contact the TRICARE Service Center and we will request your records.

Where do we go for follow-up appointments?

Depending upon your situation, you may need to follow up with the doctor that cared for you at the host nation partnership hospital. You will also need to make a follow up appointment with your primary care provider in order to have your records updated and to keep your provider informed of your medical condition.

When should I expect to be notified for admission to the host nation partnership hospital for surgery or pre-admission workup?

You may be notified several days in advance or simply a couple of hours before they need you at the hospital. It will depend upon availability of the surgeon and the availability of patient beds.

Can I expect a private room and accommodations?

The local hospitals are very busy and take care of a very large population of people. It may not always be possible to have a private room, and private rooms are very limited, depending upon the facility. Generally, TRICARE and other commercial insurance do not pay for private rooms upon request; if a semi-private room is unavailable, TRICARE will pay for a private room until a semi-private room becomes available. Sharing a room with one or more other persons is quite realistic and should be expected.

Will the host nation partnership hospital provide personal items and post surgical supplies?

We recommend you bring your own toiletries and bath towels. Some of the medical facilities will supply an admission packet that includes basic personal items, but not all. Post surgical supplies should be made available upon discharge. Please be advised that the cost of medical supplies will be added to your final bill.

Do the host nation partnership hospitals provide adequate pain management?

Yes. Although they have a different approach on managing pain, the host nation partnership hospital will accommodate your needs to the best of their ability. If your pain level is intolerable, please inform the Nurse Case Manager or Patient Liaison when they come visit you during your admission.

Will my discharge instructions include a follow up appointment with my primary care provider at a Military Treatment Facility?

It will depend upon the surgery or care that you received and the recommendation from the treating physician at the host nation partnership hospital. You should always make a follow up appointment with your primary care provider in to have your profile updated with your current medical status and condition with recommendations for future care.

Who provides transportation upon discharge?

You will need to coordinate your own transportation upon discharge from the hospital, and will be given ample time to make such arrangements. If you're being discharged Monday through Friday, between the hours of 7:30 AM and 4:30 PM, the TRICARE courtesy van may be available, depending upon the time of day and location.

What do I do if I need emergency care and I am not near a military treatment facility?

If it is a true emergency, go to the nearest emergency room. You will most likely be required to pay up front and file a claim with WPS, the TRICARE Overseas claims processor. The TRICARE Benefit Counselor can assist you with any claims paperwork needed for reimbursement. If you go to one of our host nation partnership hospitals for

emergency care, they will contact TRICARE personnel at Yongsan to verify eligibility and arrange for payment. If you're an Active Duty Service Member or a command sponsored family member enrolled in TOP Prime and you're seen at one of our host nation partnership hospitals, you will not be required to pay up front for your medical care. If you are TOP Standard, you will be responsible for paying your annual deductible and cost-share at the time medical care is provided.

I am a retiree. I heard that I no longer need to pay up front for my care in a Korean hospital. Is this true?

If you have a referral from a Military Treatment Facility provider, the TRICARE Service Center can arrange for your care at one of our host nation partnership hospitals or clinics across the peninsula and you will only pay your deductible (if not already met for the year) and your 25 % cost share at the time of your appointment.

The next time you need care at a host nation facility,

- Visit your MTF provider for a referral. If care is not available within the MTF, the provider will put a referral in the system for TRICARE.
- A representative from TRICARE will call you with an appointment date and time. If you do not receive a phone call from a TRICARE staff member after 72 hours after the referral was requested by a provider, please contact your local TRICARE Office for assistance.
- The TRICARE Service Center will inform the host nation medical facility of your payment responsibilities. (Note: If you have Other Health Insurance, you will need to pay the entire bill up front and file claims with your insurance company and TRICARE. TRICARE is the second payer.)
- The TRICARE Service Center will ensure the host nation hospital does not charge you for the remainder of the bill contact the TRICARE Service Center with any questions at DSN 736-7236, or 0505-736-7236 from a civilian phone, or visit the Yongsan TRICARE Service Center, Building 7005, Room 1150, across from the Asian Garden, Brian Allgood Army Community Hospital.

Where is the TRICARE Service Center located in Korea and what services are provided?

The TRICARE Service Center is located in Building 7005 on Yongsan Garrison, room 1150, across from the Asian Garden, Brian Allgood Army Community Hospital. The TRICARE Service Center offers the following services to Active Duty Service Members, command and non-command sponsored family members, retirees, DoD Civilians and Contractors throughout the peninsula:

- Educates all beneficiaries about TRICARE options in Korea

- Enrolls or transfers enrollment for eligible beneficiaries in the appropriate TRICARE health plan
- Assists with claims resolution and debt collection
- Coordinates healthcare with one of our host nation partnership hospitals and clinics when a provider enters consults for services that cannot be provided internally; contacts hospital and schedules appointments for beneficiaries
- Educates beneficiaries on co-payment, cost shares and deductibles for services rendered at one of our host nation partnership hospitals or clinics; coordinates care if/when necessary or requested
- Provides healthcare finder services when patients need to be transferred from the MTF to a host nation partnership hospital or clinic
- Provides courtesy transportation to/from some of our host nation partnership hospital or clinic on a first come, first serve basis.
- Please contact the TRICARE Service Center with any questions. DSN 736-7236 or 0505-736-7236 from a civilian phone.

I am TOP Standard and I prefer to get my care from a host nation provider. I do not want to be referred by a MTF provider. Can the TRICARE Service Center assist me with my claims paperwork?

Certainly! However, you also have the option of filing the claim yourself and tracking it through the TRICARE4u website. Visit www.tricare4u.com to see all of the services available to you.

I am TOP Standard with Other Health Insurance. How much do I pay when I am referred to a MOU facility for care?

Because TRICARE is the second payer and most other health insurance companies do not pay host nation facilities directly, you will be required to pay the entire bill up front, file a claim with your other insurance company first, then file a claim with TRICARE for the remainder of the bill. You will be reimbursed for all but your deductible, if not met for the year, and your cost-share for that visit after the other insurance reimburses you for their covered portion.

I am an Active Duty Soldier and my family is Command Sponsored. My spouse has Korean National Insurance through their employer. Does that change anything?

Yes. Other Health Insurance is any non-TRICARE health insurance that is not considered a supplement. This insurance is acquired through an employer, entitlement program, or other sources such as Korean National Health Insurance. Under federal law, TRICARE is the secondary payer to all health benefits and insurance plans, except for Medicaid, TRICARE supplements, or the Indian Health Service. You will be required to pay the entire bill up front, and then file a claim with TRICARE for the remainder of the bill. You will be reimbursed for the entire amount.

Who do I contact for more TRICARE Overseas information?

There are many information options for you. Visit the 65th Medical Brigade TRICARE website. Go to www.korea.amedd.army.mil and click on TRICARE.

The TRICARE Website at website at www.tricare.mil/pacific. This website provides specific information on TRICARE issues in the Pacific Region.

The TRICARE website at www.tricare.mil has information on TRICARE in general, for different beneficiary categories, as well as specific Fact Sheets for overseas.

- The TRICARE Service Center and your military treatment facility have several TRICARE Overseas booklets available to you.

You can also contact the TRICARE Service Center on Yongsan Garrison at DSN 736-7236, or 0505-736-7236 from a civilian phone, or visit the Yongsan TRICARE Service Center, Building 7005, Room 1150, across from the Asian Garden, Brian Allgood Army Community Hospital.

TRICARE Korea

Area I— Bldg 807
USAG-Casey Enclave
Beneficiary Counseling & Assistance Coordinator
730-4695

Area II— BLDG 7005
Room 1150
Yongsan, Korea
(Brian Allgood Army Community Hospital)

Beneficiary Enrollment
736-7236

Host Nation Appointments
736-7236

Beneficiary Counselor and Assistance Coordinator/Debt Collection Assistance Officer
736-7236

Area III — BLDG 555
USAG Humphreys, Korea
Located inside the US Army Health Clinic
Beneficiary Counseling & Assistance Coordinator
753-7708

Area IV—Bldg S-221
USAG Daegu, Camp Walker
(Located inside the Wood Clinic)
Beneficiary Counseling & Assistance Coordinator
764-4683

Guide available on the 65th Medical Brigade Website

www.korea.amedd.army.mil